

JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

****IMPORTANT INFORMATION**** AS REQUIRED BY THE DEPARTMENT'S RULES OF CONDUCT, ALL EMPLOYEES OF THE FRANCHISE TAX BOARD (FTB) MUST BE IN COMPLIANCE WITH THE CALIFORNIA REVENUE AND TAXATION CODE. DURING THE BACKGROUND INVESTIGATION PORTION OF THE HIRING PROCESS, FTB WILL REVIEW RETURN INFORMATION TO VERIFY CALIFORNIA STATE INCOME TAX COMPLIANCE. ANY FAILURE TO COMPLY WITH THE CALIFORNIA REVENUE AND TAXATION CODE MAY PREVENT YOU FROM BEING HIRED AT FTB. IF YOU THINK YOU MAY HAVE ANY POTENTIAL TAX COMPLIANCE ISSUES, PLEASE CALL 1-800-852-5711 TO RESOLVE THEM PRIOR TO SEEKING EMPLOYMENT WITH FTB.

<input checked="" type="checkbox"/> Permanent Full-time	<input type="checkbox"/> Permanent Intermittent	<input type="checkbox"/> Limited-term (Temporary) Length ____	<input type="checkbox"/> Formal Training and Development Assignment
Position Title: Bilingual Customer Service Representative - Spanish	Classification: Tax Technician, FTB Lateral or Promotional List Candidates		
Location: FTB Central Office – Sacramento Building	Section/Unit: PIT Collection Contact Center and Non Tax Debt		
Salary Range: \$2,495 - \$3,426	Number of Vacancies: Up to 30		

Job Description: (includes typical duties)

The selected candidates will work under the general direction of an Administrator I. We are searching for talented, energetic individuals to join our teams! In a fast-paced environment, you will respond to telephone calls and correspondence from taxpayers, their representatives, financial institutions and employers regarding delinquent Personal Income Tax (PIT), Business Entities (BE) tax, Vehicle Registration (VRC), Court Ordered Debt (COD), Private Debt Collection (PDC) collection processes administered by the department. You will explain the basis for tax and/or Non Tax Debt liabilities and handle liability disputes. Using standard account resolution techniques, you will analyze accounts to determine appropriate actions to collect the liability. This may include determining the taxpayer's ability to pay the liability and establishing a payment agreement, as well as whether existing collection actions should be modified or released.

Required Knowledge, Skills, Abilities:

- Excellent communication skills, both oral and written.
- Excellent interpersonal and customer service skills.
- Speak fluent Spanish.
- Ability to speak on the telephone with confidence to taxpayers or their representatives.
- Ability to prioritize workloads and exercise good judgment.
- Strong organizational and time management skills.
- Ability to work independently and in a team environment.
- Ability to adapt to change.

Desirable Experience/Qualifications:

- Strong computer skills.
- Proficiency in MS Office (Word, Excel, Power Point, Outlook).
- Experience in customer service and/or collecting past due accounts.
- Sense of humor.

Position appointment may be impacted by current budget situations.

Mail or hand deliver your application by: April 20, 2009

Contact Person: Tania Hess and Renee Meuser

Telephone Number: (916) 845-7895 or (916) 845-7837

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: Exams (include the name of contact person)

Special Instruction: FTB Employees Hand Deliver or Route To SA2D-B17-04 at M/S A243

Submit a resume and a completed STD678 employment application (<http://ftbnet2/ftbforms/stdforms/std678.pdf>).

NOTE: You must provide legible copies of all transcripts that qualify you for the interview and your exam score with your application and resume. Provide a list of the last three supervisors with their phone numbers. Only completed packets will be considered for an interview.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be considered.**

All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.